Amendments to the Claims

This listing of claims will replace all prior versions and listings of claims in the application:

Listing of Claims

Claim 1 (Currently amended):   A trouble management system for managing a trouble in a product, comprising:

first determination means for determining whether or not a computer device connected to the product has an automatic diagnosis function;

transmitting means for transmitting inquiry information to the computer device, in a case where the first determination means determines that the computer device has no automatic diagnosis function;

receiving means for receiving reply information for the inquiry information from the computer device;

second determination means for determining whether or not the product has a trouble, on the basis of the reply information received by said receiving means;

recording means for recording ~~the~~ progress of an operation for solving the trouble ~~in the product~~ determined by said second determination means; ~~and~~

reading means for reading out the progress of the operation from the recording means;

converting means for converting the progress of the operation read out by said reading means into a format suitable for the computer device; and

notice means for sending to ~~a destination~~ the computer device a notice of the progress of

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the operation recorded by said recording means,

~~wherein said notice means sends the notice by converting the progress of the operation~~

~~recorded by said recording means into a format suitable for the destination.~~

Claim 2 (Original):   A system according to Claim 1, further comprising:

analysis means for analyzing information about the trouble in the product; and

search means for searching for the operation for resolving the trouble in the product on

the basis of the result of said analysis.

Claim 3 (Original):   A system according to Claim 2, wherein analysis by said analysis

means is performed on the side of a user using the product.

Claim 4 (Original):   A system according to Claim 2, wherein said notice means sends a

notice of a cost or a time required for the operation.

Claim 5 (Original):   A system according to Claim 2, further comprising:

management means for managing a guarantee period of the product,

wherein said cost depends on the managed guarantee period.

Claim 6 (Original):   A system according to Claim 2, further comprising:

management means for managing information about specifications of the product,

wherein analysis by said analysis means depends on the managed information about the

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specifications.

Claim 7 (Original): A system according to Claim 1, further comprising:

storage means for storing contents of the operation actually performed to resolve the

trouble in the product or results of the operation.

Claim 8 (Currently amended): A method of controlling a trouble management

system for managing a trouble in a product, said method comprising:

a first determination step of determining whether or not a computer device connected to

the product has an automatic diagnosis function;

a transmitting step of transmitting inquiry information to the computer device, in a case

where the first determination step determines that the computer device has no automatic

diagnosis function;

a receiving step of receiving reply information for the inquiry information from the

computer device;

a second determination step of determining whether or not the product has a trouble, on

the basis of the reply information received in said receiving step;

a recording step of recording ~~the~~ progress of an operation for solving the trouble ~~in the~~

~~product~~ determined in the second determination step; ~~and~~

a reading step of reading out the progress of the operation from the recording means;

converting step of converting the progress of the operation read out by said reading means

into a format suitable for the computer device; and

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a notice step of sending to ~~a destination~~ <u>the computer device</u> a notice of the progress of

the operation recorded in said recording step.

Claim 9 (Currently amended):   A storage medium storing a program for executing a

process of controlling a trouble management system for managing a trouble in a product, the

program storing:

<u>a first determination step of determining whether or not a computer device connected to</u>

<u>the product has an automatic diagnosis function;</u>

<u>a transmitting step of transmitting inquiry information to the computer device, in a case</u>

<u>where the first determination step determines that the computer device has no automatic</u>

<u>diagnosis function;</u>

<u>a receiving step of receiving reply information for the inquiry information from the</u>

<u>computer device;</u>

<u>a second determination step of determining whether or not the product has a trouble, on</u>

<u>the basis of the reply information received in said receiving step;</u>

a recording step of recording ~~the~~ progress of an operation for solving the trouble ~~in the~~

~~product~~ <u>determined in the second determination step;</u> and

a notice step of sending to ~~a destination~~ <u>the computer device</u> a notice of the progress of

the operation recorded in said recording step.

Claim 10 (Cancelled).

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